

City of Newcastle Community Satisfaction Survey 2022



Of participants responded being 'satisfied' or 'very satisfied' with council overall



Of participants were 'satisfied' with the standard of services City of Newcastle provides to the community



The average council satisfaction rating overall was 3.5 (out of 5). This is above the NSW Regional average of 3.3 (out of 5).

Overall satisfaction



31 45

31 out of 45 services and facilities received an average rating above 3.0 out of 5

Top-rated categories in terms of satisfaction



Waste
64%



Coastal and aquatics
60%



Parks and recreation
59%

Top drivers of satisfaction



City innovation



Response to community needs



Long-term planning and vision for the city



Economic development



Greening and tree preservation

Groups with high overall council satisfaction



Males
60%



Ward 2 Residents
61%



18-34 year old's
59%



Business Owners
64%

Areas with biggest opportunity for improvement



Planning and Development



Infrastructure and Transport

Information channels



Online and the Council website were the most preferred way of accessing information



30%

30% rated the council website as '4' or '5 (Excellent)' on 'Ease of navigation'



39%

39% rated 'usefulness of content' a '4' or '5 (Excellent)'